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AUTHOR	Rubin, Joan; And Others
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IDENTIFIERS	Convenience Stores; Retirement Communities

ABSTRACT

This set of materials include an interactive videotape and textbook program (tape not included here) for high-beginning and intermediate English-as-a-Second-Language (ESL) students in or about to enter the workplace. The materials provide instruction in communication skills essential for job success. The 10 video segments and corresponding student text feature authentic workplace problems and situations. Episodes occur in typical workplace sites: hotel; hospital; retirement home; convenience store; and maintenance site. Cultural information about the American workplace is presented in each segment. Speaking instruction focuses on critical interaction patterns, including conversation management strategies. Reading instruction focuses on workplace documents. Lessons contain instruction in listening strategies (thinking about the topic, first impressions, brainstorming, confirming, identifying main ideas, predicting, forming a plan, listening for detail) and activities in speaking and reading (comprehension, language skill use, conversation practice, summarization of conversational points, cultural sharing, extension of learning to real-life situations). Unit topics are: interviewing for a better job; asking for elaboration of a request or order; dealing with mistakes; reading job announcements; small talk; reading work forms; asking for clarification; responding to instructions; asking to change a work schedule; and safety on the job. (MSE) (Adjunct ERIC Clearinghouse on Literacy Education)

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